

Human Resource Administrative Review Status Report for March 2014, Issued April 2014

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Executive Summary

The HR Administrative review incorporates three major components: A collaborative HR governance structure, a move to strategic HR, and a change to the HR service delivery model for optimum service delivery. The expectations set within the Phase 1 Project Plan have been met. The few items left incomplete will be incorporated into the Phase II plan and re-evaluated for relevance and effectiveness to ensure that all activities support the overall goals of the Administrative Review.

Savings Target for FY '15 – To be established

Accomplishment for March:

- Call center telephony was scheduled to go live at the end of March. A delay in software installation pushed testing and go live date by two weeks. The call center phone system will go live on or before April 11th.
- Continuing work on the incident management software. The decision was made to go with the in-house solution, Service Desk. We are configuring the system in April and May. The system will be refined and tested through June. We anticipate a go live date of July 1, 2014. This option has allowed us to save \$75,000 from the original amount of investment outlined in the HR Administrative Review.
- HR Project Manager search continued.
- UMaine transitioned their on-campus Employee Assistance Program (EAP) to Cigna with an estimated savings of \$230,000 in FY'15. Cigna EAP for the UM employees was available April 1, 2014 and on-site EAP will cease providing services on May 9, 2014.
- Multi-Campus HR Manager reposted, search committee formed, and interviews are under way.
- Director of Compensation and Benefits posted, search committee formed, and interviews are under way.
- Teams were established to look at moving retirement processing and Leaves of Absence (LOA) off campuses to a centralized solution.

Expectations for April

- Finalize the vision for the HR Leadership Team.
- Continue to review and update the Administrative Review – Establishing goals, priorities, and savings.
- Go live with Call Center Telephony.